

## Commercial Technical Service Provider (TSP) Support in FY 2012

**Important: the changes described here apply only to Commercial TSP and do not affect Industrial TSP.**

### Background

In 2008, BPA energy efficiency introduced financial support for commercial technical services through the TSP portal to assist utilities in scoping commercial custom project opportunities. The technical service providers were available for a range of services, including building audits, energy modeling, design review, and custom project proposal development.

With the transition to the post-2011 framework, BPA is making changes to the commercial technical service support to better match services to project needs as well as maximize the value obtained from ratepayer dollars spent on these services. These changes will affect how BPA customers access the services of the commercial technical service providers and how the need for those services is determined by BPA. Going forward, the technical service provider funding will be more closely integrated with BPA Customer Service Engineer support for custom projects.

Please note: a limited budget is available for Commercial TSP support in FY2012. However, BPA customers always have the option of contracting with a firm to complete technical services independent of BPA.

### The New TSP Process

After October 1, 2011, customers eligible for BPA technical support looking to obtain support for commercial custom projects will follow this path:

- 1) Contact your Customer Service Engineer to discuss support needs for an individual project. Note: the TSP portal ([www.bpa.gov/tsp](http://www.bpa.gov/tsp)) will continue to be available for BPA's utility customers. However, vendors will no longer be able to submit proposals through the portal.
  - a. Support needs may include: energy modeling; calculations; measurement and verification, and in-depth audits.
- 2) Work with your Customer Service Engineer as s/he determines the best approach. The engineer may employ one of two avenues of support:
  - a. BPA Engineer: a BPA engineer will assist with or provide guidance on the development of a custom project proposal.
  - b. Technical Service Provider (TSP): the BPA engineer will contract with a TSP from the existing TSP list to support the customer's needs.

When the choice is made to use a TSP, the designated BPA engineer will work with BPA's Supply Chain group to select the vendor for the work and issue a release to complete the work. The vendor will be selected from amongst the pre-qualified technical service providers through a competitive process. Customers should expect the turnaround time for TSP work to remain the same as under the previous process.



To summarize, the key changes to the TSP offering are:

- BPA will incorporate the TSP offering into the BPA Customer Service Engineer function and the TSP will be used to augment the services provided to customers by BPA's Customer Service Engineers.
- Only BPA customers will be able to request project support through the TSP portal; TSP vendors will not be able to submit project requests directly to BPA.
- TSP vendors will be selected through a competitive process. In most cases, BPA's utility customers and their end-use customers will no longer be able to pre-select the TSP vendor.

## **Communication**

In the coming year, BPA intends to re-evaluate its technical service offerings. As part of that re-evaluation, we will engage with customers to seek feedback and input regarding the structure of future offerings.

## **Contact**

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